GOVERNMENT OF INDIA
FINANCE
LOK SABHA

STARRED QUESTION NO:579
ANSWERED ON:31.08.2001
COMPLAINTS AGAINST CUSTOMS OFFICIALS
VIJAY GOEL

Will the Minister of FINANCE be pleased to state:

(a) whether complaints of corruption have been received against the Customs Officials posted at airports at Delhi and other places ;

(b) if so, the details of complaints received during the last two years, airport-wise ; and

(c) the action taken against them ?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI GINGEE N. RAMACHANDRAN)

(a) to (c) : A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO.579 FOR ANSWER ON 31ST AUGUST, 2001 REGARDING COMPLAINTS AGAINST CUSTOMS OFFICIALS.

(a) : Yes, Sir.

(b) : Information relating to complaints against Customs Officials dealing with air cargo and passenger clearance at airports received during the last two years, airport-wise, is as under :-

S.No.	Airport(s)	No. of complaints received	
		1999	2000
1.	Bangalore	Nil	02
2.	Chennai	03	01
3.	Trichy	01	Nil
4.	Hyderabad	03	03
5.	Mumbai	10	11
6.	Delhi	10	05
7.	Amritsar	Nil	01
8.	Lucknow	Nil	02
9.	Ahmedabadn	03	06

(c) : The complaints mostly pertain to allegations of harassment by Customs Officials in relation to clearance of air cargo and personal baggage upon arrival at airports. The complaints include demand of illegal gratification for clearance of personal baggage, delay in clearance of cargo and under-valuation of goods etc. Such complaints are investigated and appropriate action as per the prescribed procedure is taken including transfer to non-sensitive posts, suspension and disciplinary proceedings where warranted.